END OF AN ERA FOR THE SUBSTANCE ABUSE FIELD

by B.J. VanRoosendal, DHS Public Information

The second week in January saw the retirement of a man who has been an institution in the field of substance abuse locally and nationally for a number of years. Director Leon PoVey retired after 30 years in the field of human services, 22 years with the Department of Human Services, and 16 of those years as Director of the Division of Substance Abuse.

His retirement party on Tuesday, 11 January, which brought together such notables as former Governor Norm Bangerter and his wife Colleen, former First Lady Norma Matheson and current Attorney General Jan Graham was a metaphor for Director PoVey's tenure. One of his greatest talents, recognized by friends and foes alike, was his ability to bring together members of very different groups and organizations and get them to work cooperatively together. A tribute to his skills and reputation, was the fact that he was appointed Director of the Division of Substance Abuse by a democratic governor (Governor Matheson), but was then retained by two republican governors (Governors Bangerter and Leavitt) following his first appointment. Additionally, Leon enjoyed good relations with many members of both political parties at the Legislature. Leon's calm and thoughtful manner didn't hide the fact that his active mind was always searching for ways to improve and increase services to those in need of help, and all his planning always included keeping an eye on the "big picture."

As an early supporter of the concept of prevention, Leon (with the assistance of Sherry Young) helped the Division stay on the "leading edge" in that field, and he was instrumental in initiating the research that the Division is now involved in. That research will become an increasingly important part of the Division's mission in the coming years

Leon's involvement at the national level, especially his presidency of the National Association of State Alcohol and Drug Abuse Directors (NASADAD), helped put Utah, the Division and the Department in a very positive light, and increased our visibility throughout the United States.

Last, but not least, a tribute to Leon's sense of humor was an award he received at the most recent Fall Conference and brought to his retirement celebration. It was the infamous "Delusions of Adequacy Award." Previous to Leon receiving it, it had always been a small plaque with a rendering of the "south-end-of-a-horse-going-north" and the names of the winners on it. At Fall Conference Leon was given a practically life-size wooden carving of "½of a horse," and was told he was the all-time champion winner of the award! Leon, being the "good sport" that he is, decided to bring the award to his retirement party, and share it with everyone. That was part of what his career was about - communication, sharing, hard work, and vision, but laughter too. He will be missed.

From Robin's Pen

The "Invisible Team"

Imagine being a DCFS Family Preservation worker and receiving a young girl on your caseload. Your client and her family have no prior histories in SAFE (the child welfare information system). You have made the usual collateral contacts, which reveal little about the girl's past, and the family is not forthcoming. Yet, you sense something is missing.

That "missing" information may well be at your fingertips thanks to some brilliant work by what I might call the "Invisible Team." This team has developed a Department Data Warehouse – a system which brings together client histories from several computer databases, including the Juvenile Information System, Unified Social Services Delivery System, and Child Welfare Management Information System. The data is merged,

Governor Leavitt congratulates Sue Martell, Dennis Allred and Leonard Johnson for DHS Data Warehouse creation.

organized for easy access, and made available over the Web to authorized users.

Now a case worker can identify all the services a client has received from anywhere in the Department moments after the client comes through the door. With a click of the mouse, a case worker can view that client's placement, custody, probation, delinquency, and other histories. Combining this information with the case worker's own experience helps the worker develop a better treatment plan for the client. In addition, managers may use the data warehouse to analyze aggregate numbers for trends, demographics, budget predictions, etc. to improve programs.

Similar innovations in a system called e-Chart have been produced by a team from the Utah State Hospital and the Developmental Center. The e-Chart program provides a paperless health care record by automating core treatment functions. Now, all clinical staff can access clinical noting, incident reporting, pharmacy, treatment planning, and other valuable case information from a single electronic record. It reduces guess work, saves time, and helps pinpoint immediate services needed by a patient.

Utah State Hospital and Developmental Center E-Chart team receives Governor's CIO Award.

Again, what to many of us is an "Invisible Team" has been at work. These typically unsung "I.T.'s" have garnered top honors in their line of work – Information Technology. They have each received the Governor's Chief Information Officer Award, which was bestowed at the Capitol on 25 January. This is a high accolade for the Department and the people who worked on these

technology projects.

Lest we forget, the next time you access the Data Warehouse, e-Chart, or one of the many other computer systems we have come to rely on, remember the people "behind the lines" whose ingenuity has made our jobs easier and service to our clients more effective.

VERNAL MAYOR PRAISES DYC

Youth Correction's Split Mountain Youth Center recently received high accolades from Vernal Mayor William Kremin. Vernal City and the youth center have developed a partnership which provided community service opportunities for youth in custody. The City offers work projects for youth, such as creating a new walking park and a gateway welcome sign for Vernal. These projects benefit the youth by giving them opportunities to develop work skills, associate with role models, and complete court ordered restitution requirements.

Mayor Kremin wrote, "Over two thousand hours of service by the Split Mountain Youth Center has been provided in order that these two projects could be completed and maintained. These are projects that have a direct bearing on the quality of life in the Vernal community, and we hope that the youth...realize the significant contribution that they have made to the community." The Mayor's letter further urges state legislators to continue funding this program which benefit both communities and youthful offenders.

K2Y = KUDOS TO YOU

Thanks to the efforts of those who worked on the Department's Y2K efforts for the last few years, our technical transition into the new millenium occurred with nary a glitch. A few computer programs have been updated to become Y2K compliant, but all major systems rolled over seamlessly.

The DHS Y2K team received special recognition from Executive Director Robin

Arnold-Williams and the entire Executive Leadership Team in January. John Fuller, DHS Year 2000 Project Manager, also received an Honorable Mention at the State Chief Information Officer's awards ceremony on 25 January.

John Fuller (right), receives CIO commendation from Dave Moon and Dave Fletcher.

To borrow John's own phrase – From the entire Department, "Kudos to You" John, and the entire DHS Y2K team.

PHONE TIPS TO HELP YOU GET HOLD OF A BUSY PERSON

Did you know that the average American will spend at least two years of their lives on the phone? And, to add to the frustration, much of that time will be wasted in voice-mail or on hold listening to awful versions of music that you hated in the first place. So what can you do? Listed here are a few tips on ways to get busy people to return your calls.

1. When leaving a voice mail message, always give your name and phone number both at the first and the end of the message. That way the recipient has two chances to get your number, busy people won't often take the time to listen to the entire message again if your number is not clear. Also, machines often cut you off at the end.
2. Speak slowly, nothing is more frustrating that having to listen to a message several times to

get the name of the person leaving the message.

3. Be succinct. People won't take the time to listen to a long rambling message, remember busy people get a large volume of calls and messages daily.
4. If voice mail answers on the first ring, that usually means that the person in on the phone. Try calling back in a few minutes.
5. Try not to call on Mondays and Fridays when people are either overwhelmed by the week or have switched to weekend mode.
6. Keep track of how often you have called. You will be able to determine if you're pestering them too much.
7. If an assistant is answering the phone, remember their name, you're more likely to get your message through if you treat them as friends not as a stumbling block.

Remember that busy people may take a few days to return a call. Just keep trying.

TRAX FEEDBACK FROM YOUR FELLOW EMPLOYEES

by Lauri McCreary
Office of
Administrative
Support

With TRAX in its second month of operation, several employees have approached me with feedback regarding their "conversion" to mass transit. The following employees were driving to work prior to the implementation of TRAX. I asked them for comments and received the following:

Ana Chidester, Office of Human Resource: "Riding Trax has been a great experience. It is so nice to arrive to work relaxed after a 32-min ride. You can read or talk to other riders. It does take a little longer but it is worth it. I feel like I gave myself a raise by not having to drive in every day."

Lynn Samsel, Office of Adminstrative Support: "A nice, hassle free way to get to work in a timely fashion."

Linda O'Brien, Division of Child and Family Services: "As of January 1, 2000 I started riding TRAX because of the cost of driving into the state office (this included already carpooling). We still carpool and drive to the TRAX station. I really like not having to drive in traffic, and the ride is relaxing, but the commute is 1/2 hour longer so our work schedules had to be readjusted."

Nedra White, Office of Recovery Services, HK Building: "I find the whole experience to be wonderful. It seems ready-made for my situation as I board TRAX early in the morning at the 10000 station and ride to the Gallivan Center where I take a bus to 2nd South and 5th East. This means I only have to walk one block to get to the building. It is a great way for people to commute.

I have been a longtime bus rider (over 15 years).   Having boarded TRAX for the last several weeks, I enjoy these advantages:
♦ More frequent service
♦ Better lighting for reading
♦ Quieter ride
♦ Smoother ride
♦ Warmer temperatures
♦ Bigger windows

FREE WEB, FREE PHONE CALLS

Have you been hesitating to hook your home computer up to the Web because monthly Internet service fees cost too much? We found several companies that will give you free Web access from home. (Yes, that's free, i.e., without cost or obligation.)   What's the catch? Depending on which service you use, you may have to look at their advertising on your screen, but some free Web services don't even require that.

Two of the free Internet companies we looked at require you to download their software and have an advertising banner on your screen while connected to the Internet.   They are www.freei.com and www.netzero.com (K-Mart has another free Internet offer at www.bluelight.com, but we didn't try that one.)

Our favorite free Web service is found at www.freeweb.com FreeWeb provides free dial-up service for Logan, Park City, Salt Lake City, Ogden, Provo, and St. George, plus thousands of cities nationwide. There is no advertising banner required, but you must set FreeWeb as your home page on your Internet browser (Netscape or MS Internet Explorer). After you have dialed in and connected, you're free to browse without seeing any more ads. If you download the FreeWeb software, the installation is fairly automatic. But by following the instructions on their Web site, it is possible to register online, then set up your home computer to connect without downloading anything. Email service is included and connection speeds were good in our test.

Now that you're online, how would you like to call your old high school chum in Florida... at no cost? Logon to www.dialpad.com for free long distance phone calls. You need a good 56K modem, an Internet connection, speakers, and a microphone on your computer. Once you've registered (free) with Dialpad, you can call any telephone in the U.S., free. There is some delay in transmission, so you have to wait about one second for the other person to hear you. The sound quality is quite good, and hey, it's free!

THE LAST HUMAN TOUCH!
(At Least by DHS's Randy Ripplinger)
By B.J. VanRoosendaal

Just as this month's edition was set to go to press, staff learned the unhappy news that Randy Ripplinger, our very talented and skilled DHS Public Information Officer is moving on to a new position outside of state government. Randy, who many workers know only as the editor of the Human Touch, has many other accomplishments to his credit. Most notably he has successfully dealt with the media for the past 4 1/2 years, and was instrumental in helping the Department weather some of its most stressful periods in regards to public information – such as all the media attention to DCFS, etc.

Randy, who always made any interview look effortless (the sign of a true professional), was helped by his many years experience on the other side of the camera as a television reporter. This experience assisted him in garnering the respect and confidence of all the media that he dealt with. Randy's "30 Minute Rule" that every office, division or department should respond to a media inquiry within that period of time, is an example of how seriously he felt about good customer service, and could be considered the hallmark of this tenure.

Finally, as Randy stated, "I have mixed emotions. Although I have enjoyed my relationships and work at DHS, at the same time I have a new and exciting opportunity tugging at me. I guess I'll go." Best wishes to Randy in his new endeavors. Finding a replacement with his wealth of experience and expertise will not be easy.

DIFFERENT WAYS TO INDENT TEXT

Tech Tip by Janice DeVore

There are many ways to create indents. You can create them as you are typing or after you have created your document you can highlight the desired text and then format by using the following methods:
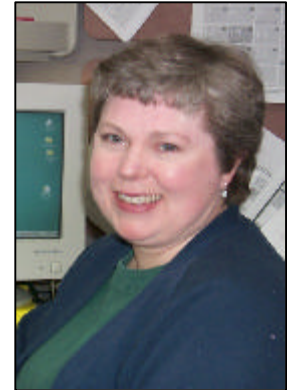
1. *Toolbar Buttons* on the Standard Toolbar (Indents text based on the ½ default tab settings.)

   Decrease Indent   Increase Indent

2. *Ruler Bar* (If the ruler bar is not displayed, click on **View** on the menu bar, select **Ruler.**) With the left mouse button, click and drag the desired indent marker to create the indent for the paragraph that you are in or highlighted text.

   NOTE: It's very easy to drag the indent markers into the negative margin. Before you let go of the mouse to create the indent make sure that's where you want the new setting.

   First Line Indent marker   Right Indent marker
   Hanging Indent marker
   Left Indent marker

3. *Paragraph Dialog Box* (Click on **Format** on the menu bar, then select **Paragraph**).   ➜

4. *Keyboard Shortcuts*

   Ctrl/M = Left Indent (Indents text based on the ½' default tab settings.)
   Ctrl/T =   Hanging Indent